

COMMUNICATIONS

TOP 4 ISSUES

1ST - CULTURAL

2ND - PROCESSES

3RD - BULK

4TH - TRAINING

CULTURE

PROBLEMS

⇒ POLITICAL

⇒ DON'T CHALLENGE

⇒ FEAR OF STRIPES

⇒ LACK OF HONESTY / TOTAL OPENNESS

⇒ HIDDEN AGENDAS

⇒ C.Y.A.

CULTURE

COMMUNICATION OPERATING STYLE

⇒ SKILLS NEEDED

- LISTENING
- CLARITY
- PROVIDE FEEDBACK
- OPEN-MINDED
- CONVICTION
- ACCEPT / FOSTER CHALLENGES
- COMPLETENESS / CONCISE / SIMPLE - BREVITY
- HIGH SELF-ESTEEM - COMPETENCE
- ALWAYS ACCESSIBLE
- PROMOTE ENTITY ON THE FRONT OF THE JERSEY NOT ON THE BACK

CULTURE

⇒ SANITY CHECK FOR CULTURAL STYLE / SKILLS

- 1) DO PEOPLE CHALLENGE YOU?
- 2) DO YOU REINFORCE POSITIVELY OR NEGATIVELY WHEN CHALLENGED?
- 3) DO YOU CHALLENGE A COMMUNICATION PROBLEM WITH THE ORIGINATOR?
- 4) DO YOU REWARD A GOOD COMMUNICATOR?

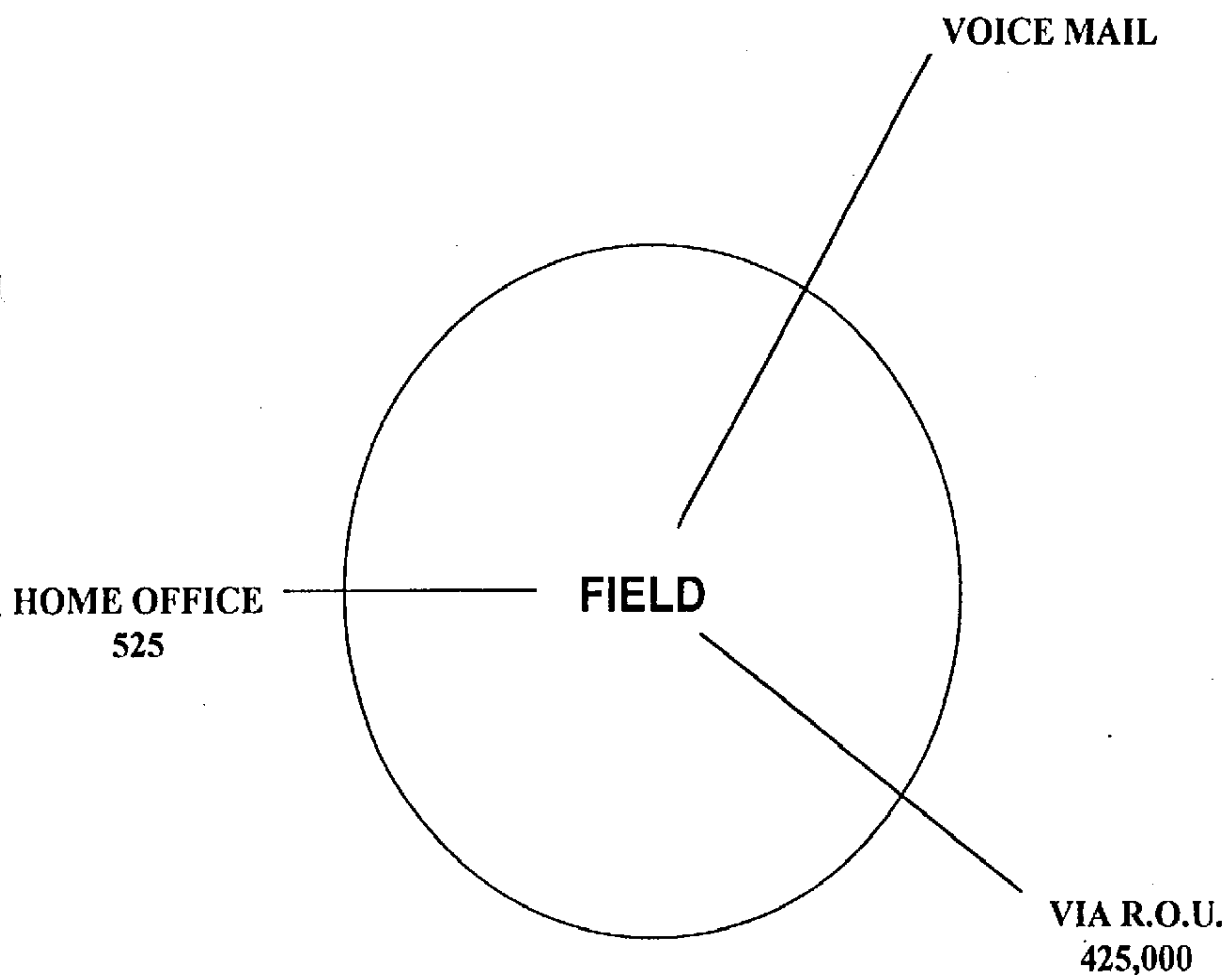
PROCESSES

HOW TO BEST USE?

- 1) TELEPHONE
- 2) FAX
- 3) VOICE MAIL
- 4) E-MAIL
- 5) LETTERS VIA MAIL
- 6) MEETINGS
- 7) OPEN DIALOGUE
- 8) DIRECTION VS. INFORMATION
- 9) FIRESIDE CHATS

BULK

TOO MUCH !!!



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TRAINING

- POOR COMMUNICATION SKILLS

SOLUTIONS

- ⇒ ANSWER WHAT, WHY, HOW TO
 - ⇒ BREVITY
 - ⇒ CLARITY
 - ⇒ PROMOTE FEEDBACK
 - ⇒ PRIORITIZE
 - ⇒ COMMUNICATE ONLY WHEN NECESSARY, MEANINGFUL,
ACTION-ORIENTED
 - ⇒ BETTER UNDERSTANDING OF PROCESS AND WHEN TO
USE
- RESPONSIBILITY STARTS WITH US - IT'S EVERYONE!